



# **DEPARTMENT OF MEDICAL EXAMINER-CORONER**

**REQUEST FOR PROPOSALS (RFP)**

**FOR**

**CASE MANAGEMENT SYSTEM**

**RFP No. ME2021-01**

**Prepared By  
County of Los Angeles**

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- A Statement of Work:** Explains in detail the required services to be performed by the contractor.
- B1 Use Cases for Future State Case Management Processes:** Describe functional requirements.
- B2 Requirements Response Workbook:** Describe functional requirements.
- C Sample Contract:** Identifies the terms and conditions in the contract.
- D Required Forms:** Forms that must be completed and included in the proposal.
- E Transmittal Form to Request a Solicitation Requirements Review:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- F County of Los Angeles Policy on Doing Business with Small Business:** County Policy
- G Jury Service Ordinance:** County Code
- H Listing of Contractors Debarred in Los Angeles County:** Contractors who are not allowed to contract with the County for a specific length of time.
- I IRS Notice 1015:** Provides information on Federal Earned Income Credit.
- J Safely Surrendered Baby Law:** County Program
- K Intentionally Omitted**
- L Determination of Contractor Non-Responsibility and Contractor Debarment:** County Code (include for Proposition A and Cafeteria Services Solicitations and Contracts)
- M Guidelines for Assessment of Proposer Labor Law/Payroll Violations:** Guidelines that will be used to determine whether the County will deduct evaluation points for labor/law payroll violations. (Include for Proposition A and Cafeteria Services Solicitations)
- N Background and Resources: California Charities Regulation:** An information sheet intended to assist nonprofit agencies with compliance with SB 1262 - the Nonprofit Integrity Act of 2004 and identify available resources. (If applicable)
- O Defaulted Property Tax Reduction Program:** County Code
- P Sample Deliverables Expectation Document (DED):** Form

# 1. INTRODUCTION

## 1.1. Background and Objectives

The Los Angeles County Department of Medical Examiner-Coroner is issuing this Request for Proposals (RFP) to solicit proposals for a contract with an organization that can provide Medical Examiner-Coroner (ME-C) commercial off-the-shelf (COTS) Case Management System software and professional services to implement the software.

Titles, captions and headings contained in this solicitation are inserted as a matter of convenience and for reference and are not intended and shall not be deemed or construed to define, limit, extend or otherwise describe the scope or any provision of this solicitation.

### 1.1.1. Los Angeles County

Established on February 18, 1850, Los Angeles County (County) is one of California's original 27 counties. It is one of the nation's largest counties with a population of over 10 million people and land area of 4,083 sq. miles. As a subdivision of the State, the County is charged with providing services that affect the lives of all residents, including law enforcement, tax collection, public health protection, public social services, elections and flood control.

The County is governed by a five-member Board of Supervisors, which has executive, legislative and quasi-judicial roles. Members are elected by voters and their respective districts to serve four-year terms.

### 1.1.2. Los Angeles County Department of Medical Examiner-Coroner

The Department of Medical Examiner-Coroner (DMEC) is mandated by law "to inquire into and determine the circumstances, manner, and cause of all violent, sudden, or unusual deaths; unattended deaths; [and] deaths where the deceased has not been attended by either a physician or a registered nurse...in the 20 days before death" (California Government Code, Section 27491). DMEC currently serves all of Los Angeles County and provides assistance and services to agencies outside of the County. For jurisdictional cases, DMEC staff perform death investigations, manage property and evidence, conduct postmortem examinations or autopsies, perform and coordinate laboratory testing, and determine cause and manner of death. For non-jurisdictional death investigations or non-death investigation cases, DMEC provides

coroner investigative, medical examiner and forensic laboratory assistance and services.

## 1.2. Definitions

The terms listed below that are used throughout this RFP shall have the definitions given to such terms in this section. All other capitalized terms used without definitions shall have the meanings given to such terms in the RFP or the Sample Contract, as applicable.

- **“ACD”** shall mean Automatic Call Distributor (call center technology)
- **“BPI”** shall mean Business Process Improvement, which refers to a 2019 consulting engagement that helped to define DMEC’s desired future state capabilities (including but not limited to case management system functionality)
- **“BPM”** shall mean Business Process Management
- **“CEO”** shall mean the Los Angeles County Chief Executive Officer
- **“CME”** shall refer to Coroners and Medical Examiners, the legacy case management system used by the DMEC
- **“CMS”** shall mean the new Case Management System being implemented with this SOW
- **“Contract”** shall mean the contract agreement between Los Angeles County and the selected Contractor pursuant to the RFP for the purpose of providing the Solution detailed within this RFP
- **“Contractor”** shall mean the company or vendor selected by County pursuant to the RFP for the purpose of providing the Solution detailed within this RFP
- **“COTS”** shall mean Commercial Off-the-Shelf software product
- **“County”** shall mean Los Angeles County
- **“Deliverable Expectation Document”** or **“DED”** shall mean a document submitted by Contractor to the County for approval prior to providing the subject deliverable. This document shall minimally include the purpose, approach/key activities, table of contents, and acceptance criteria
- **“DEMS”** or **“ISAB DEMS”** shall mean Digital Evidence Management System
- **“DME”** shall mean Deputy Medical Examiner
- **“DMEC”** shall mean Department of Medical Examiner-Coroner
- **“DSU”** shall mean Decedent Services Unit

- **“ECFS”** shall mean Electronic Case File System, the xCP – Documentum based system used by DMEC
- **“EDRS”** shall mean the Electronic Death Registration System used by the State of California
- **“FA”** shall mean Forensic Attendant
- **“FSC”** shall mean Forensic Science Center
- **“FT”** shall mean Forensic Technician
- **“Implementation Period”** shall mean the period from the Effective Date of the resultant Contract through the System’s Final Acceptance
- **“LAC”** shall mean Los Angeles County or officially County of Los Angeles, a subdivision of the State of California
- **“ISAB”** shall mean Information Systems Advisory Board. However, in previous years, ISAB was known as the Information Systems Advisory Body
- **“ISD”** shall mean the Los Angeles County Internal Services Department
- **“IVR”** shall mean Interactive Voice Response (call center technology)
- **“LASD”** shall mean the Los Angeles County Sheriff’s Department
- **“LAPD”** shall mean Los Angeles Police Department
- **“LEA”** shall mean Law Enforcement Agency
- **“LIMS”** shall mean laboratory information management system
- **“ME-C”** shall mean Medical Examiner-Coroner, referring to the business capabilities, the broad community of jurisdictions and professions in the U.S. public sector that support death investigations and forensic pathology in the public interest.
- **“Metadata”** shall mean the data associated to digital content and/or digital evidence which provides information about the specific file and case properties
- **“NAME”** shall mean National Association of Medical Examiners
- **“NOK”** shall mean Next of Kin
- **“PMBOK”** shall mean Project Management Body of Knowledge, where Project Management Institute states its Project Management Methodologies
- **“PMI”** shall mean Project Management Institute
- **“Proposer”** shall mean the company or vendor responding to this RFP by submitting a proposal



- **“RFP”** shall mean the Request for Proposals
- **“RTM”** shall mean the Requirements Traceability Matrix
- **“SDLC”** shall mean Software Development Life Cycle
- **“Services”** shall mean the Case Management System and associated implementation services
- **“SOW”** shall mean the Statement of Work associated with this RFP
- **“System”** or **“Solution”** shall refer to the new Case Management System and any accompanying software or developed system integrations provided by the Contractor
- **“System Requirements”** shall mean the combined features listed within the Functional Requirements and Technical Requirements and inferred throughout the RFP as specified in the Requirements Traceability Matrix
- **“UAT”** shall mean User Acceptance Testing
- **“Vendor”** shall have the same meaning as Contractor or selected Proposer
- **“VNA”** shall mean Vendor Neutral Archiving
- **“WC”** shall mean Watch Commander

## 2. SCOPE OF CASE MANAGEMENT SYSTEM

### 2.1. Overview of Statement of Work

DMEC is issuing this Request for Proposals (“RFP”) to solicit bids for a contract (“Contract”) with an organization (“Contractor”) for the license, implementation services, and maintenance and support of a Case Management System (CMS) that will meet the County’s current and future requirements and increase the effectiveness and efficiency of the DMEC’s decedent death processing from case creation to disposition, including associated business processes and peripheral DMEC activities. Such improvement via CMS will help DMEC to achieve full NAME accreditation status.

The Statement of Work set forth in Appendix A (Statement of Work, “SOW”) provides for the qualifications, scope of services and minimum requirements relating to prospective candidates. Additionally, the SOW provides details on DMEC’s operation, NAME standards, stakeholders, current state case management, future state business processes and conceptual IT architecture.

SOW Appendices B1 – DMEC Use Cases & Appendix B2 – Requirements Response Workbook describe the detailed use cases, functional, technical and services level requirements to be provided by the CMS and Contractor.

The Contractor's duties will include, but not be limited to:

- **Task 1** – Project Management
- **Task 2** – Requirements Validation
- **Task 3** – System Design, Development and Configuration
- **Task 4** – Security
- **Task 5** – Data Conversion
- **Task 6** – Systems Integration
- **Task 7** – Testing
- **Task 8** – Knowledge Transfer and Training
- **Task 9** – System Deployment and Rollout
- **Task 10** – Production Support and Transition

## **2.2 Sample Agreement: County Terms and Conditions**

**2.2.1** Contractor shall be expected to implement the requirements outlined in Appendix C (Sample Contract) of this RFP.

### **2.2.2 Anticipated Contract Term**

The contract term is anticipated to be for a period 18 months. The contract is anticipated to commence on September 1, 2021 following Board of Supervisors' award.

### **2.2.3 Contract Rates**

The contractor's rates shall remain firm and fixed for the term of the contract.

### **2.2.4 Days of Operation**

The contractor shall be required to provide support every day of the week during the term of this contract. The County's Contract Manager will provide a list of the County holidays to the contractor

at the time the contract is approved, and annually, at the beginning of the calendar year.

### **2.2.5 Indemnification and Insurance**

Contractor shall be required to comply with the provisions contained in Paragraph 8.23 (Indemnification) of Appendix C (Sample Contract). The contractor shall procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraph 8.24 (General Provisions for all Insurance Coverage) and Paragraph 8.25 (Insurance Coverage) of Appendix C (Sample Contract).

### **2.2.6 Health Insurance Portability and Accountability Act of 1996 (if applicable)**

Contractor shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, as contained in Exhibit N (Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")) of Appendix C (Sample Contract).

## **3 PROPOSER'S MINIMUM QUALIFICATIONS**

- 3.1 Interested and qualified proposers that can demonstrate their ability and qualifications to successfully provide the required services outlined in Appendix A (Statement of Work) are invited to submit a proposal(s), provided they meet the following mandatory requirements:
1. Must have been in business for the last five (5) years.
  2. Must have implemented medical examiner-coroner specific, commercial-off-the-shelf (COTS), case management system software in at least two (2) medical examiner and/or coroner agencies in the United States, within the last five (5) years.
- 3.2 If Proposer's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Proposer must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six months or more from the date of disallowance, unless such

disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

## **4 COUNTY'S RIGHTS AND RESPONSIBILITIES**

### **4.1 Representations Made Prior to Contract Execution**

4.1.1 The County is not responsible for representations made by any of its officers or employees prior to the execution of the contract unless such understanding or representation is included in the contract.

### **4.2 Final Contract Award by the Board of Supervisors**

4.2.1 Notwithstanding a recommendation of a Department, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of the County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

### **4.3 County's Option to Reject Proposals**

4.3.1 Proposers are hereby advised that this RFP is a solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations pursuant to any statute, ordinance, rule, or regulation. The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP or may, in its sole discretion, reject all proposals and cancel this RFP in its entirety. The County shall not be liable for any costs incurred by the proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

### **4.4 County's Right to Amend Request for Proposals**

4.4.1 The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which County records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of

the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

#### **4.5 Background and Security Investigations**

4.5.1 Background and security investigations of contractor's staff may be required at the discretion of the County as a condition of beginning and continuing work under any resulting contract. The cost of background checks is the responsibility of the contractor.

#### **4.6 County's Quality Assurance Plan**

4.6.1 After contract award, the County or its agent will monitor the contractor's performance under the contract on a periodic basis. Such monitoring will include assessing contractor's compliance with all terms and conditions in the contract and performance standards identified in Appendix A (Statement of Work). Contractor's deficiencies which the County determines are significant or continuing and that may jeopardize performance of the contract will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by the County and contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the contract in whole or in part, or impose other penalties as specified in the contract.

### **5 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS**

#### **5.1 Notice to Proposers Concerning the Public Records Act**

5.1.1 Responses to this solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record when 1) contract negotiations are complete; 2) DMEC receives a letter from the recommended proposer's authorized officer that the negotiated contract is the firm offer of the recommended proposer; and 3) DMEC releases a copy of the recommended proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055 (Services Contract Solicitation Protest).

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the proposer as "Trade Secret", "Confidential", or "Proprietary".

5.1.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets", "Confidential", or "Proprietary", in nature.

5.1.3 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential", "Trade Secrets", or "Proprietary", proposer agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

## **5.2 Contact with County Personnel**

5.2.1 All contact regarding this RFP or any matter relating thereto must be in writing and may be mailed, e-mailed or faxed as follows:

Medical Examiner-Coroner  
Contracts Unit  
1104 N. Mission Road  
Los Angeles, CA 90033  
Attn: Silvia Gonzalez

[sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov)

If it is discovered that proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their proposal from further consideration.

### **5.3 Mandatory Requirement to Register on County's WebVen**

5.3.1 Prior to a contract award, all potential contractors must register in the County's WebVen. WebVen contains the vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at:

<http://camisvr.co.la.ca.us/webven/>

### **5.4 Protest Policy Review Process**

5.4.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Paragraph 5.4.3 (Grounds for Review) below. Additionally, any actual proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the paragraphs below. It is the responsibility of the proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

5.4.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of contract based on a proposer protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

#### **5.4.3 Grounds for Review**

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services contract provided for under Board Policy No. 5.055 (Services Contract Solicitation Protest) are limited to the following:

5.4.3.1 Review of Solicitation Requirements (reference Paragraph 7.4 Proposal Submission Requirements Section)

5.4.3.2 Review of Disqualified Proposal (reference Paragraph 8.3 Selection Process and Evaluation Criteria Section)

5.4.3.3 Review of Proposed Contractor Selection (reference Paragraph 8.7 Selection Process and Evaluation Criteria Section)

## **5.5 Injury and Illness Prevention Program**

5.5.1 Contractor shall be required to comply with the State of California's Cal OSHA's regulations. California Code of Regulations Title 8 Section 3203 requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

## **5.6 Confidentiality and Independent Contractor Status**

5.6.1 As appropriate, contractor shall be required to comply with Paragraph 7.6 (Confidentiality) and Paragraph 8.22 (Independent Contractor Status), contained in Appendix C (Sample Contract).

## **5.7 Conflict of Interest**

5.7.1 No County employee whose position in the County enables him/her to influence the selection of a contractor for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a proposer or have any other direct or indirect financial interest in the selection of a contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code.

## **5.8 Determination of Proposer Responsibility**

5.8.1 A responsible proposer is a proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible proposers.

5.8.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may determine whether the proposer is responsible based on a review of the proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the proposer against public entities. Labor law violations which are the fault of the subcontractors and of which the proposer had no knowledge shall not be the basis of a determination that the proposer is not responsible.



- 5.8.3 The County may declare a proposer to be non-responsible for purposes of this contract if the Board of Supervisors, in its discretion, finds that the proposer has done any of the following: 1) violated a term of a contract with the County or a nonprofit corporation created by the County; 2) committed an act or omission which negatively reflects on the proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; 3) committed an act or omission which indicates a lack of business integrity or business honesty; or 4) made or submitted a false claim against the County or any other public entity.
- 5.8.4 If there is evidence that the apparent highest ranked proposer may not be responsible, the Department shall notify the proposer in writing of the evidence relating to the proposer's responsibility, and its intention to recommend to the Board of Supervisors that the proposer be found not responsible. The Department shall provide the proposer and/or the proposer's representative with an opportunity to present evidence as to why the proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 5.8.5 If the proposer presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the proposer shall reside with the Board of Supervisors.
- 5.8.6 These terms shall also apply to proposed subcontractors of proposers on County contracts.

## **5.9 Proposer Debarment**

### **5.9.1**

The proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may debar the proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that the proposer has done any of the following: 1) violated a term of a

contract with the County or a nonprofit corporation created by the County; 2) committed an act or omission which negatively reflects on the proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; 3) committed an act or offense which indicates a lack of business integrity or business honesty; or 4) made or submitted a false claim against the County or any other public entity.

- 5.9.2 If there is evidence that the apparent highest ranked proposer may be subject to debarment, the Department shall notify the proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise the proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 5.9.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The proposer and/or proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the proposer should be debarred, and, if so, the appropriate length of time of the debarment. The proposer and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 5.9.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.9.5 If a proposer has been debarred for a period longer than five (5) years, that proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the proposer has adequately demonstrated one or more of the following: 1) elimination of the grounds for which the debarment was imposed; 2) a bona fide change in ownership or management; 3) material evidence discovered after debarment was imposed; or 4) any other reason that is in the best interests of the County.

- 5.9.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where 1) the proposer has been debarred for a period longer than five (5) years; 2) the debarment has been in effect for at least five (5) years; and 3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 5.9.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.9.8 These terms shall also apply to proposed subcontractors of proposers on County contracts.
- 5.9.9 Appendix H (Listing of Contractors Debarred in Los Angeles County) provides a link to the County's website where there is a listing of contractors that are currently on the Debarment List for Los Angeles County.

## **5.10 Adherence to County's Child Support Compliance Program**

- 5.10.1 Proposers shall: 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant contractor (County Code Chapter 2.202).

## **5.11 Gratuities**

### **5.11.1 Attempt to Secure Favorable Treatment**

It is improper for any County officer, employee or agent to solicit consideration, in any form, from a proposer with the implication, suggestion or statement that the proposer's provision of the consideration may secure more favorable treatment for the proposer in the award of the contract or that the proposer's failure to provide such consideration may negatively affect the County's consideration of the proposer's submission. A proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the contract.

### **5.11.2 Proposer Notification to County**

A proposer shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in the proposer's submission being eliminated from consideration.

### **5.11.3 Form of Improper Consideration**

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

## **5.12 Notice to Proposers Regarding the County Lobbyist Ordinance**

5.12.1 The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each

person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists.

### **5.13 Federal Earned Income Credit**

The contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Appendix I (IRS Notice 1015).

### **5.14 Consideration of GAIN-GROW Participants for Employment**

As a threshold requirement for consideration for contract award, proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to the proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

Proposers who are unable to meet this requirement shall not be considered for contract award. Proposers shall complete Exhibit 5 (Proposer's Certification of Compliance ) of Appendix D (Required Forms), along with their proposal.

### **5.15 Recycled Bond Paper**

5.15.1 Proposer shall be required to comply with the County's policy on recycled bond paper as specified in Paragraph 8.39 (Recycled Bond Paper) of Appendix C (Sample Contract).

### **5.16 Safely Surrendered Baby Law**

5.16.1. The contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The information is set forth in Appendix

J (Safely Surrendered Baby Law) of this solicitation document. Additional information is available at [www.babysafela.org](http://www.babysafela.org).

## **5.17 Jury Service Program**

5.17.1 The prospective contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective contractors should carefully read Appendix G (Jury Service Ordinance) and Paragraph 8.8 (Compliance with the County's Jury Service Program) of Appendix C (Sample Contract), both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both contractors and their subcontractors.

Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

5.17.2 The Jury Service Program requires contractors and their subcontractors to have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deducts from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a contractor and "full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) the contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program.

5.17.3 There are two (2) ways in which a contractor might not be subject to the Jury Service Program. The first is if the contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with the County or a subcontract with a County contractor and has

received or will receive an aggregate sum of fifty thousand dollars (\$50,000) or more in any twelve (12) month period under one or more County contracts or subcontracts. The second is if the contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to contractors that have 1) ten (10) or fewer employees; and, 2) annual gross revenues in the preceding twelve (12) months which, if added to the annual amount of this contract is less than five hundred thousand dollars (\$500,000), and, 3) is not an “affiliate or subsidiary of a business dominant in its field of operation”. The second exception applies to contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. The contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

- 5.17.4 If a contractor does not fall within the Jury Service Program’s definition of “Contractor” or if it meets any of the exceptions to the Jury Service Program, then the contractor must so indicate in Exhibit 5 (Proposer’s Certification of Compliance ) of Appendix D (Required Forms), and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the contractor’s application, the County will determine, in its sole discretion, whether the contractor falls within the definition of contractor or meets any of the exceptions to the Jury Service Program. The County’s decision will be final.

## **5.18 Intentionally Omitted**

## **5.19 Notification to County of Pending Acquisitions/Mergers by Proposing Company**

- 5.19.1 The proposer shall notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the proposer is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information shall be provided by the proposer in Exhibit 1, (Proposer’s Organization Questionnaire/Affidavit and CBE Information) of Appendix D (Required Forms). Failure of the proposer to provide this information may eliminate its proposal from any further consideration. Proposer shall have a continuing obligation to

notify County of changes to the information contained in Exhibit 1 (Proposer's Organization Questionnaire/Affidavit and CBE Information) during the pendency of this RFP by providing a revised Exhibit 1 (Proposer's Organization Questionnaire/Affidavit and CBE Information) to the County upon the occurrence of any event giving rise to a change in its previously-reported information.

## **5.20 Intentionally Omitted**

## **5.21 Defaulted Property Tax Reduction Program**

5.21.1 The prospective contract is subject to the requirements of the County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program"), (Los Angeles County Code, Chapter 2.206). Prospective contractors should carefully read Appendix O (Defaulted Tax Program Ordinance) and the pertinent provisions in Paragraph 8.51 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) and 8.52 (Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Tax Program) of Appendix C (Sample Contract), both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both contractors and their subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Exhibit 5 (Proposer's Certification of Compliance ) in Appendix D (Required Forms). Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant contractor (Los Angeles County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

## **5.22 Time Off for Voting**

5.22.1 The contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide



election, every contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

### **5.23 Proposer's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking**

5.23.1 On October 4, 2016, the Los Angeles County Board of Supervisors approved a motion taking significant steps to protect victims of human trafficking by establishing a zero tolerance policy on human trafficking. The policy prohibits contractors engaged in human trafficking from receiving contract awards or performing services under a County contract.

Contractors certify i that they are in full compliance with the County's Zero Tolerance Policy on Human Trafficking provision as defined in Section 8.54 (Compliance with County's Zero Tolerance Policy on Human Trafficking) of Appendix C (Sample Contract). Further, contractors are required to comply with the requirements under said provision for the term of any contract awarded pursuant to this solicitation.

### **5.24 Intentionally Omitted**

### **5.25 Default Method of Payment: Direct Deposit or Electronic Funds Transfer (EFT)**

5.25.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

5.25.2 Upon contract award or at the request of the A-C and/or the contracting department, the Contractor shall submit a direct deposit authorization request with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

5.25.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.

5.25.4 Upon contract award or at any time during the duration of the agreement/ contract, a Contractor may submit a written request for an exemption to this requirement. The A-C, in consultation with the contracting department(s), shall decide whether to approve exemption requests.

## **5.26 Proposer's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices**

On May 29, 2018, the Los Angeles County Board of Supervisors approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (Section 12952).

Contractors certify that they are in full compliance with Section 12952, as indicated in the Sample Contract. Further, contractors are required to comply with the requirements under Section 12952 for the term of any contract awarded pursuant to this solicitation.

## **5.27 Prohibition from Participation in Future Solicitation(s)**

A Proposer, or a Contractor or its subsidiary or Subcontractor ("Proposer/Contractor"), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision shall result in the disqualification of the Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract.

# **6 COUNTY'S PREFERENCE PROGRAMS**

## **6.1 Overview of County's Preference Programs**

6.1.1 The County of Los Angeles has three preference programs. The Local Small Business Enterprise (LSBE), Disabled Veterans Business Enterprise (DVBE), and Social Enterprise (SE). The Board of Supervisors encourages business participation in the County's contracting process by continually streamlining and simplifying our selection process and expanding opportunities for these businesses to compete for County opportunities.

- 6.1.2 The Preference Programs (LSBE, DVBE, and SE) requires that a business must complete certification prior to requesting a preference in a solicitation. This program and how to obtain certification are further explained in paragraph 6.2, 6.4, and 6.5 of this solicitation.
- 6.1.3 In no case shall the Preference Programs (LSBE, DVBE, and SE) price or scoring preference be combined with any other county preference program to exceed fifteen percent (15%) in response to any County solicitation.
- 6.1.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified LSBE, DVBE, or SE when not qualified.
- 6.1.5 The County also has a Policy on Doing Business with Small Business that is stated in Appendix F.

## **6.2 Local Small Business Enterprise (LSBE) Preference Program**

- 6.2.1 The County will give LSBE preference during the solicitation process to businesses that meet the definition of a LSBE, consistent with Chapter 2.204.030C.1 of the Los Angeles County Code. An LSBE is defined as a business: 1) certified by the State of California as a small business and has had its principal place of business located in Los Angeles County for at least one year; or 2) certified as a small business enterprise with other certifying agencies pursuant to the Department of Consumer and Business Affairs (DCBA) inclusion policy that: a) has its principal place of business located in Los Angeles County, and b) has revenues and employee sizes that meet the State's Department of General Services requirements. The business must be certified by the Department of Consumer and Business Affairs as meeting the requirements set forth above prior to requesting the LSBE Preference in a solicitation.
- 6.2.2 To apply for certification as an LSBE, businesses should contact the Department of Consumer and Business Affairs at <http://dcba.lacounty.gov>
- 6.2.3 Certified LSBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit Exhibit 4, Request for Preference Consideration in Appendix D – Required

Forms and submit a letter of certification from the DCBA with their proposal.

- 6.2.4 Information about the State's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>

### **6.3 Local Small Business Enterprise (LSBE) Prompt Payment Program**

It is the intent of the County that Certified LSBEs receive prompt payment for services they provide to County Departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

### **6.4 Social Enterprise (SE) Preference Program**

- 6.4.1 The County will give preference during the solicitation process to businesses that meet the definition of a SE, consistent with Chapter 2.205 of the Los Angeles County Code. A SE is defined as:

- 1) A business that qualifies as a SE and has been in operation for at least one year (1) providing transitional or permanent employment to a Transitional Workforce or providing social, environmental and/or human justice services; and
- 2) A business certified by the Department of Consumer and Business Affairs (DCBA) as a SE.

- 6.4.2 The DCBA shall certify that a SE meets the criteria set forth in Section 6.4.1.

- 6.4.3 Certified SEs may only request the preference if the certification has been completed and certification is affirmed. Businesses must complete and submit Exhibit 4, Request for Preference Consideration in Appendix D - Required Forms and submit a letter of certification from the DCBA with their proposal.

- 6.4.4 Further information on SEs also available on the DCBA's website at: <http://dcba.lacounty.gov>

## 6.5 Disabled Veteran Business Enterprise (DVBE) Preference Program

- 6.5.1 The County will give preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with Chapter 2.211 of the Los Angeles County Code. A DVBE vendor is defined as:
- 1) A business which is certified by the State of California as a DVBE; or
  - 2) A business which is verified as a service-disabled veteran-owned small business (SDVOSB) by the Veterans Administration.
  - 3) A business certified as DVBE with other certifying agencies pursuant to the Department of Consumer and Business Affairs' (DCBA) inclusion policy that meets the criteria set forth by the agencies in 1 and 2 above.
- 6.5.2 The DCBA shall certify that a DVBE is currently certified by the State of California, by the U.S. Department of Veteran Affairs, or is determined by the DCBA' inclusion policy that meets the criteria set forth by the agencies in Section 6.5.1, 1 or 2 above.
- 6.5.3 Certified DVBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit Exhibit 4, Request for Preference Consideration in Appendix D - Required Forms and submit a letter of certification from the DCBA with their proposal.
- 6.5.4 Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>
- 6.5.5 Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <https://www.va.gov/osdbu/>.

## **7 PROPOSAL SUBMISSION REQUIREMENTS**

### **7.1 Proposal Submission Information**

Section 7 (Proposal Submission Requirements) contains key project dates and activities as well as instructions to proposers in how to prepare and submit their proposal.

### **7.2 Truth and Accuracy of Representations**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final. All proposals shall be firm and final offers and may not be withdrawn for a period of three-hundred sixty-five (365) days following the final proposal submission date. DMEC reserves the right to request best and final offers from proposers as necessary and in the best interests of the County.

### **7.3 RFP Timetable**

7.3.1 The timetable for this RFP is as follows:

- Release of RFP ..... 01/19/21
- Request for a Solicitation Requirements Review Due ..... 02/02/21
- Proposers' Conference ..... 02/02/21
- Written Questions Due by 5:00pm PST ..... 02/08/21
- Questions and Answers Released ..... 02/19/21
- **Proposals due by 5:00pm PST** ..... 03/08/21

### **7.4. Solicitation Requirements Review**

7.4.1 Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E (Transmittal Form to Request a Solicitation Requirements Review) to the Department conducting the solicitation as described in Paragraph 7.4 (Solicitation Requirements Review). A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request is made within the time frame identified in the solicitation document (generally within ten (10) business days of the issuance of the solicitation document);
2. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a proposal;
3. The request itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
4. The request asserts either that:
  - a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
  - b. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective proposers.

The Solicitation Requirements Review shall be completed, and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

## **7.5 Proposers' Questions**

Proposers may submit written questions regarding this RFP by e-mail to the individual identified below. All questions must be received by 5:00pm PST on February 8, 2021. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

When submitting questions, please specify the RFP section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, evaluation criteria and/or business requirements would unfairly disadvantage proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from proposer.

Questions should be e-mailed to Silvia Gonzalez at:

[sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov)

## **7.6 Intentionally Omitted**

## **7.7 Proposers' Conference**

A Virtual Proposers' Conference will be held via a Microsoft Teams Meeting, to discuss the RFP and requirements. County staff will respond to questions from potential proposers. The conference is scheduled as follows:

Microsoft Teams Meeting  
February 2, 2021  
2:00pm PST

To obtain meeting login information, e-mail Silvia Gonzalez at [sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov)

## **7.8 Preparation of the Proposal**

Two (2) separate proposals must be submitted - a Business Proposal and a Cost Proposal. All proposals must be submitted electronically in PDF in the prescribed format to [sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov) . Any proposal that deviates from this format may be rejected as non-responsive without review at the County's sole discretion.

## **7.9 Business Proposal Format**

**The content and sequence of the proposal must be as follows:**

1. Table of Contents
2. Executive Summary (Section A)
3. Proposer's Qualifications (Section B)
4. Proposer's Approach to Provide Required Services (Section C)
5. Proposer's Quality Control Plan (Section D)
6. Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to (Section E)
7. Business Proposal Required Forms (Section F)
8. Proposer's Organization Questionnaire/Affidavit and Required Support Documents for Corporations and Limited Liability Companies



### **7.9.1 Proposer's Organization Questionnaire/Affidavit and Required Support Documentation**

The proposer shall complete, sign and date Exhibit 1 (Proposer's Organization Questionnaire/Affidavit and CBE Information) in Appendix D (Required Forms). The person signing the form must be authorized to sign on behalf of the proposer and to bind the applicant in a contract.

Taking into account the structure of the proposer's organization, proposer shall determine which of the below referenced supporting documents the County requires. If the proposer's organization does not fit into one of these categories, upon receipt of the proposal or at some later time, the County may, in its discretion, request additional documentation regarding the proposer's business organization and authority of individuals to sign contracts.

If the below referenced documents are not available at the time of proposal submission, proposers must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

### **7.9.2 Required Support Documents:**

Corporations or Limited Liability Company (LLC):

The proposer must submit the following documentation with the proposal:

- 1) A copy of a "Certificate of Good Standing" with the state of incorporation/organization.
  
- 3) A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

### **7.9.3 Limited Partnership:**

The proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

#### **7.9.4 Table of Contents**

List all material included in the proposal. Include a clear definition of the material, identified by sequential page numbers and by section and paragraph reference numbers.

#### **7.9.5 Executive Summary (Section A)**

Condense and highlight the contents of the proposer's Business Proposal to provide the Department of Medical Examiner-Coroner with a broad understanding of the proposer's approach, qualifications, experience, and staffing.

#### **7.9.6 Proposer's Qualifications (Section B)**

Demonstrate that the proposer's organization has the experience and financial capability to perform the required services. The following sections must be included:

##### **7.9.6.1 Proposer's Background and Experience (Section B.1)**

Provide a summary of relevant background information to demonstrate that the proposer meets the minimum requirement(s) stated in Section 3 (Proposer's Minimum Qualifications) of this RFP and has the capability to perform the required services as a corporation or other entity. (Any minimum requirements listed in Section 3 (Proposer's Minimum Qualifications) may also be listed in Paragraph 7.9.7 (Proposer's Qualification, Section B).

Describe relevant experience providing software implementation and support services for medical examiner and/or coroner jurisdictions within the U.S. Provide a summary of any Proposer focus on NAME standards including the proposed software solutions' measurement and reporting capabilities against NAME standards and the Proposer's product overview, service history and roadmap.

##### **7.9.6.2 Proposer's References (Section B.2)**

It is the proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The references may be listed on Exhibit 2 (Proposer's List of References ) in Appendix D (Required Forms).

1. County may disqualify a proposer as non-responsive and/or non-responsible if:
  - a) references fail to substantiate proposer's description of the services provided; or
  - b) references fail to support that proposer has a continuing pattern of providing capable, productive and skilled personnel, or
  - c) the Department is unable to reach the point of contact with reasonable effort. It is the proposer's responsibility to inform the point of contact of normal working hours.
2. The proposer must complete and include the following Required Forms:
  - a) Exhibit 2 (Proposer's List of References) in Appendix D (Required Forms). Proposer must provide at least three (3) references where the same or similar scope of services was provided.
  - b) Exhibit 3 (Proposer's Debarment History and List of Terminated Contracts) in Appendix D (Required Forms). Listing must include contracts terminated within the past three (3) years with a reason for termination and debarment history.

#### 7.9.6.3 Proposer's Financial Capability (Section B.3)

Provide copies of the company's most current and prior two (2) fiscal years (for example 2015 and 2014) financial statements. Statements should include the company's assets, liabilities and net worth and at a minimum should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. It should be noted that depending on the nature of the entity, i.e., for-profit, non-profit, governmental, the title of these statements may differ. For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position. If audited statements are available, these

should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

7.9.6.4 Proposer's Pending Litigation and Judgments (Section B.4)

Identify by name, case and court jurisdiction any pending litigation in which proposer is involved, or judgments against proposer in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the proposer or principals of the proposer.

7.9.6.5 Proposer's Focus on NAME Standards

Provide summary on reporting and measurement against NAME Standards. (Section B.5)

**7.9.7 Proposer's Approach to Provide Required Software and Services (Section C)**

Present a description of the methodology the proposer will use to meet contract work requirements. Describe in detail how the services will be performed to meet the intent of the SOW.

7.9.7.1 Approach to Required Software – Solution Response (Section C1)

Functional Solution Narrative

Provide a narrative overview of the COTS software licenses and modules proposed to support DMEC's standard medical examiner-coroner Business Capabilities and Use Cases described in Section 2.5.2 of the SOW and Appendix B1 – DMEC Use Cases.

Demonstrate an understanding of DMEC's functional needs and how the proposed solution will meet the functional requirements including Priority Capabilities described in Section 2.5.1 of the SOW and Appendix B2 – Requirements Response Workbook.

In addition to a narrative response to the functional requirements, the Proposer **must complete Appendix B2 – Requirements Response Workbook** indicating which requirements can be fully met or exceeded and provide any comments on how the requirements will be met. The response workbook also has response options if the requirements cannot be met or will be met through customization or third-party software.

### Technical Solution Narrative

#### Reporting:

The Proposer must review the Reports List in Appendix B2 for reports that must be provided either through standard or custom-built reports. The Proposer should provide an overview of out-of-the-box reporting and data analytics capabilities with the COTS CMS software.

#### Paper Forms to Replace / Incorporate:

The Proposer's response should indicate which paper forms may be supported using "out of the box" functionalities or features in response to each form listed in Appendix B2.

#### Security:

The Proposer shall describe their approach for maintaining security and privacy of data in compliance with the technical requirements.

#### Interfaces & Data Sharing:

The Proposer shall describe the CMS' capability to provide standard APIs to interface with external applications. The Proposer shall describe what integration methods are supported by the solution including API, JSON, direct database connection, file exchange & types, and ability to schedule or manual trigger record additions, changes and deletions. The

Proposer should also specify and provide costs for any proprietary data integration tools required to develop and maintain the integrations in the future.

The Proposer should provide a narrative overview of how the data sharing and data exports to DMEC & County reporting systems will be met.

#### System Architecture & Hosting:

The Proposer shall propose a hosted solution. The Proposer shall describe where the solution is hosted and the preferred hosting vendors if not hosted in Proposer's data center(s).

The Proposer shall support a high availability environment as described in the Service Level Requirements in Appendix B2 – Requirements Response Workbook. The Proposer shall describe their approach to disaster recovery.

The Proposer shall propose how users will access CMS via desktop and mobile devices. The Proposer shall describe what web browsers are supported and any differences in functionality available for mobile users.

In addition to a narrative response to the technical requirements, the Proposer must complete Appendix B2 – Requirements Response Workbook indicating which requirements can be fully met or exceeded and provide any comments on how the requirements will be met. The response workbook also has response options if the requirements cannot be met or will be met through customization or third-party software.

#### 7.9.7.2 Approach to Implementation Services (Section C2)

The Proposer shall demonstrate a clear and concise understanding of the project and clarify any major issues or concerns. This section shall include a narrative overview of how the proposed solution will

be implemented to optimally meet and/or exceed the County's requirements.

### Project Management

The Proposer should describe their approach to overall project management and integration of all tasks required by the SOW.

This section should include the Proposer's approach to Task 1: Project Management addressing the following components:

- Project Management Methodology (and compliance with Project Management Institute standards)
- Communications Management Approach
- Risk Management & Issue Resolution Methodology
- The Proposer shall identify key implementation risks and risk mitigation strategies of the solution based on prior Proposer experiences.
- Configuration Management Methodology
- Change Control Methodology
- Recommendations on governance and how the Proposer will help ensure the required structure and processes are in place and supported throughout the implementation

### Implementation Schedule, Methodology, and Deployment Strategy

The Proposer shall submit an implementation schedule and high-level work plan to meet the requirements and deliverables of this RFP. The schedule should identify key start and end dates of project milestones. The Proposer must include reasonable review periods for deliverables that allow for Proposer to update deliverables based on County feedback.

The Proposer should describe whether their implementation methodology will take a Waterfall,

Agile or hybrid approach. Describe in concise narrative any methods, tools, accelerators, frameworks and associated components to the proposed approach to fully meet the service requirements.

Describe the Deployment Strategy to be used to meet DMEC's requirements as described in SOW – Task 9: System Deployment and Rollout.

### Requirements Validation & System Design

The Proposer shall provide their approach for the implementation include meeting the following activities:

- Task 2: Requirements Validation
- Task 3: System Design, Development and Configuration
- Task 4: Security

### Data Conversion

The Proposer shall summarize previous examples of data conversion efforts, as well as a description of data conversion support to include within their response to this RFP.

The Proposer shall describe an approach, based on prior experience, for converting data from legacy case management systems to the CMS.

Describe the approach and strategy for converting the data scope described in SOW Section 2.7 Data Conversion. Include approach for meeting the activities in Task 5: Data Conversion.

The Proposer should propose any software data conversion tools (e.g. extract, transform, load (ETL)) that Proposer may bring to use in the implementation or any tools recommended. Proposer shall include any software licensing costs to the County for data conversion tools in Proposer's Cost Proposal.



### System Integrations

The Proposer shall describe their approach and strategy for integrating the proposed solution into the existing County systems and provide a conceptual architecture diagram of the proposed landscape.

Describe the approach and strategy for integrating with the Mandatory and Future Interfaces described in SOW Section 2.8 Interfaces. Include an approach for meeting the activities in Task 6: System Integrations.

The Proposer should provide their approach for planning and developing interface requirements, including Proposer's experience implementing interfaces using point-to-point and middleware/API management methods. Additionally, identify any constraints and risks associated with the interfaces anticipated in this project, and how the Proposer will address these to ensure successful development and deployment.

### Testing, Knowledge Transfer and Training

The Proposer shall provide their approach for the implementation include meeting the following activities:

- Task 7: Testing
- Task 8: Knowledge Transfer and Training

### Production Support and Transition

The Proposer shall provide their approach for the implementation include meeting the following activities:

- Task 10: Production Support and Transition

This section should include Proposers' approach to Maintenance and Support. The Proposer should describe their methodology to application management, technical support, system enhancements and proposed software maintenance

agreements. The Proposer should succinctly describe relevant patch and upgrade support services, release strategy and typical schedule (e.g. quarterly, annually) with respect to patches, point upgrades and major release upgrades. Discuss your position on version compliance to remain on support and options clients may have to defer patches or upgrades.

#### Deliverable List

The Proposer may propose additional deliverables as needed to achieve the project goals. Proposer should provide their approach for meeting the deliverable list in the SOW and be clear which deliverables are associated with which project phase of Proposer's Approach to Implementation Services.

The Proposer shall provide a deliverable list similar to the deliverable tables in the SOW with succinct descriptions of deliverables and discussion of how the proposal will meet the service requirements.

### **7.9.8 Proposer's Quality Control Plan (Section D)**

Present a comprehensive Quality Control Plan to be utilized by the proposer as a self-monitoring tool to ensure the required services are provided as specified in Appendix A (Statement of Work) and the Requirements Response Workbook in Appendix B2 (Statement of Work Exhibits).

The following factors may be included in the plan:

1. Activities to be monitored to ensure compliance with all contract requirements;
2. Monitoring methods to be used;
3. Frequency of monitoring;
4. Samples of forms to be used in monitoring;
5. Title/level and qualifications of personnel performing monitoring functions; and
6. Documentation methods of all monitoring results, including any corrective action taken.

### **7.9.9 Intentionally Omitted**

**7.9.10 Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to (Section E)**

It is the duty of every proposer to thoroughly review the Sample Contract and Statement of Work to ensure compliance with all terms, conditions and requirements. It is the County's expectation that in submitting a proposal the proposers will accept, as stated, the County's terms and conditions in the Sample Contract and the County's requirements in the Statement of Work. However, the proposers are provided the opportunity to take exceptions to the County's terms, conditions, and requirements.

7.9.10.1 Section E of proposer's response must include:

1. A statement offering the proposer's acceptance of or exceptions to all terms and conditions listed in Appendix C (Sample Contract).
2. A statement offering the proposer's acceptance of or exceptions to all requirements listed in Appendix A (Statement of Work); and
3. A completed Requirements Response Workbook (See Appendix B-2)

For each exception, the proposer shall provide:

1. An explanation of the reason(s) for the exception;
2. The proposed alternative language; and
3. A description of the impact, if any, to the proposer's price.

7.9.10.2 Indicate all exceptions to the Sample Contract and/or the Statement of Work by providing a 'red-lined' version of the language in question. The County relies on this procedure and any proposer who fails to make timely exceptions as required herein, may be barred, at the County's sole discretion, from later making such exceptions.

The County reserves the right to determine if proposers' exceptions are material enough to deem

the proposal non-responsive and not subject to further evaluation.

The County reserves the right to make changes to the Sample Contract and its appendices and exhibits at its sole discretion.

#### **7.9.11 Business Proposal Required Forms (Section F)**

Proposal shall include all completed, signed, and dated forms identified in Appendix D (Required Forms):

- Exhibit 1 Proposer's Organization Questionnaire/Affidavit and CBE Information
- Exhibit 2 Proposer's List of References
- Exhibit 3 Proposer's Debarment History and List of Terminated Contracts
- Exhibit 4 Request for Preference Consideration
- Exhibit 5 Proposer's Certification of Compliance
- Exhibit 6 Pricing Sheet

#### **7.9.12 Intentionally Omitted**

### **7.10 Cost Proposal Format**

The content and sequence of the proposal must be as follows:

1. Cover Page identifying, at a minimum, the RFP and the proposer's name.
2. Exhibit 6 (Pricing Sheet) in Appendix D (Required Forms)

### **7.11 Firm Offer-Withdrawal of Proposal**

- 7.11.1 Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

## 7.12 Proposal Submission

The original Business Proposal must be e-mailed to [sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov) with the Subject Line bearing the words:

**" RFP ME2021-01: BUSINESS PROPOSAL FOR CMS"**

The original Cost Proposal must be e-mailed to [sgonzalez@coroner.lacounty.gov](mailto:sgonzalez@coroner.lacounty.gov) with the Subject Line bearing the words:

**" RFP ME2021-01: COST PROPOSAL FOR CMS"**

Both e-mails must include the proposers name, address, and phone number. The files must be in PDF format.

It is the sole responsibility of the submitting proposer to ensure that its proposal is received before the submission deadline. Submitting proposers shall bear all risks associated with delays in delivery by any person or entity. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Paragraph 7.3 (RFP Timetable), will not be accepted.

All proposals shall be firm offers and may not be withdrawn for a period of three-hundred sixty-five (365) days following the last day to submit proposals.

## 8.0 SELECTION PROCESS AND EVALUATION CRITERIA

### 8.1 Selection Process

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposal on **March 8, 2021**.

Evaluation of the proposals will be made by an Evaluation Committee selected by the Department. The Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective contractor. All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical sequence from high to low. The County may also, at its option, invite proposers being evaluated to make a verbal presentation or conduct site visits, if appropriate. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

Based on the Business and Cost Proposal results, and at the sole discretion of the County, the highest-rated proposers shall be invited to participate in a demonstration as part of the selection process. These proposers will be notified, and a script will be provided. It is the proposer's responsibility to clearly demonstrate they meet the requirements set forth in the Statement of Work and the attachments thereto. All demonstrations will be evaluated based on the criteria listed below. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

After a prospective contractor has been selected, the County and the prospective contractor(s) will negotiate a contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified proposer who submitted a proposal, as determined by the County.

The recommendation to award a contract will not bind the Board of Supervisors to award a contract to the prospective contractor.

The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, another proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

## **8.2 Adherence to Minimum Requirements (Pass-Fail)**

County shall review Exhibit 1 (Proposer's Organization Questionnaire/Affidavit and CBE Information) in Appendix D (Required Forms) and determine if the proposer meets the minimum requirements as outlined in Section 3 (Proposer's Minimum Qualifications) of this RFP.

Failure of the proposer to comply with the minimum requirements may eliminate its proposal from any further consideration. The County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

## **8.3 Disqualification Review**

A proposal may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that a proposal is disqualified due to non-responsiveness, the Department shall notify the proposer in writing. Upon receipt of the written determination of non-responsiveness, the proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
2. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for Paragraph 5.8 (Determination of Proposer Responsibility).

**8.4 Proposal Evaluation and Criteria**

The Business Proposal will be eighty percent (80%) of the total evaluation and the Cost Proposal will be the remaining fifteen percent (20%) percent of the total evaluation.

**8.4.1 Business Proposal Evaluation and Criteria (80%)**

Any reviews conducted during the evaluation of the proposal may result in a point reduction. The Business Proposal evaluation will be broken down by:

<b>Business Proposal Evaluation Criteria</b>	<b>Criteria Weighting</b>
Proposer's Qualifications	15%
Proposer's Approach to Providing Required Services	25%
Quality Control Plan	10%
Software Requirements	30%
Infrastructure, Support and Maintenance	20%
<b>Total Business Proposal</b>	<b>100%</b>

#### **8.4.1.1 Proposer's Qualifications (15%)**

Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required services based on information provided in Paragraph 7.9.7.1 (Proposer's Background and Experience (Section B.1)) of the proposal.

Proposer will be evaluated on the verification of references provided in Paragraph 7.9.7.2 (Proposer's References (Section B.2)) of the proposal. In addition to the references provided, a review will include the Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to one hundred percent (100%) of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions.

A review will be conducted to evaluate the proposer's financial capability as provided in Paragraph 7.9.7.3 (Proposer's Financial Capability (Section B.3)) of the proposal.

A review will be conducted to determine the significance of any litigation or judgments pending against the proposer as provided in Paragraph 7.9.7.4 (Proposer's Pending Litigation and Judgment (Section B.4)) of the proposal.

#### **8.4.1.2 Proposer's Approach to Providing Required Services (25%)**

The proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on information provided in Paragraph 7.9.8 (Proposer's Approach to Provide Required Services (Section C)) of the proposal and Appendix D Required Forms.

#### **8.4.1.3 Quality Control Plan (10%)**

The proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of this contract are



provided as specified. Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) based on the information provided in Paragraph 7.9.9 (Proposer's Quality Control Plan (Section D)) of the proposal.

#### **8.4.1.4 Software Requirements (30%)**

Proposer will be evaluated on Configurability, required customizations, clarity of system capabilities/responses and compliance with County regulations and DMEC unique needs. (Section E – Completed Appendix B-2 Requirements Response Workbook)

#### **8.4.1.5 Infrastructure, Support and Maintenance (20%)**

Proposer will be evaluated on proposed infrastructure (Cloud), scalability and adaptability, maintenance and upgrades and ongoing support. See Requirements of Statement of Work (SOW) Solution Response (Section C1), specifically Technical Solution Narrative, System Architecture & Hosting, and Section C2, Production Support and Transition, and Section E – Completed Appendix B-2 Requirements Response Workbook, specifically Technical Requirements.

### **8.4.2 Cost Proposal Evaluation Criteria (20%)**

The maximum number of possible points will be awarded to the lowest cost proposal. All other proposals will be compared to the lowest cost and points awarded accordingly.

However, should one or more of the proposers request and be granted the preference, the cost component points will be determined as follows:

Fifteen percent (15%) of the lowest cost proposed will be calculated, not to exceed \$150,000, and that amount will be deducted from the cost submitted by all proposers who requested and were granted the preference.

In no case shall any preference be combined to exceed fifteen percent (15%) of the lowest responsible bid meeting specifications.

## **8.5 Demonstration Criteria**

Based on the Business and Cost Proposal results, and at the sole discretion of the County, the highest-rated proposers shall be invited to participate in a demonstration as part of the selection process. All demonstrations will be evaluated based on the criteria listed below.

The County will award up to an additional 500 points to the overall evaluation score of Business and Cost Proposals based on the Proposer's demonstration.

<b>Demonstration Criteria</b>
Proposer's Approach to Providing Required Services
Software Requirements
Infrastructure, Support and Maintenance

## **8.6 Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work**

Proposer will be evaluated on their willingness to accept the Terms and Conditions outlined in Appendix C (Sample Contract) and the Requirements of the Statement of Work outlined in Exhibit A (Statement of Work), as stated in Paragraph 7.9.11 (Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/ or Exceptions to (Section E)) and Appendix D – Required Forms.

Proposers are further notified that the County may, in its sole determination, disqualify any proposer with whom the County cannot satisfactorily negotiate a contract.

## **8.7 Department's Proposed Contractor Selection Review**

### **8.7.1 Departmental Debriefing Process**

Upon completion of the evaluation, the Department shall notify the remaining proposers in writing that the Department is entering negotiations with another proposer. Upon receipt of the letter, any non-selected proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be

denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting proposer's response to the solicitation document with the evaluation document. The requesting proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other proposers shall not be discussed, although the Department may inform the requesting proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting proposer of the manner and timeframe in which the requesting proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Paragraph 8.7.2 Proposed Contractor Selection Review), if the requesting proposer is not satisfied with the results of the Debriefing.

#### **8.7.2 Proposed Contractor Selection Review**

Any proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in Paragraph 8.7.2 (Proposed Contractor Selection Review) may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);
2. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - a. The Department materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating

the proposals as specified in the solicitation document.

- iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the proposer receiving an incorrect score and not being selected as the recommended contractor.
  - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - d. Another basis for review as provided by state or federal law; and
3. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the proposer of the manner and timeframe for requesting a County Independent Review. (See Paragraph 8.8 (County Independent Review Process) below.

## **8.8 County Independent Review Process**

Any proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and
2. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review as listed in Paragraph 8.7.2 (Proposed Contractor Selection Review) above.

Upon completion of the County Independent Review, Internal Services Department will forward the report to the Department, which will provide a copy to the proposer.